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31 January 1972

MEMORANDUM FOR: Chief, Support Services Staff

SUBJECT : Development of Training Sessions on
Records Management

1. Our initial objectives in this new training program are two fold:
 - a. To explain what Records Management is
 - b. To explain what benefits the Agency can get from Records Management.
2. To accomplish these objectives in an orientation lecture of an hour or two:
 - a. For the first part we can explain various types of problems that Records Management solves in each of the several elements of the Records Program.
 - b. For the second part we can explain that the benefits to the Agency and components may be savings in manpower, space, and money or benefits can result in gains without savings such as speeding up an administrative process or an improvement in the quality of a product.
3. The training sessions should challenge each participant to relate the content to his area of responsibility. Corrective action can take place only when an individual admits he has a problem. Therefore, we can require each attendee to list the paperwork problems in his area of responsibility.
4. The action taken on these lists of problems will differ for various sessions depending upon the management level of the attendees. Lists by Office heads and Division Chiefs would receive analysis by the Agency Records Administration Staff and a personal conference with the individual in his office with a proposal for a survey and some suggestion as to possible courses of corrective action. Attendees from other levels of management would receive similar attention with the assistance of Directorate and component Records Officers.

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5. Subsequent training sessions would focus on specific elements of the total Records Program. Each element and its priority, length, and audience would depend upon the problem areas revealed via the lists from the earlier orientation sessions. These detail training sessions would be Workshops involving student participation. Usually lecture programs can cover a topic in a half day or two. But instruction with simulated problems included for students to solve will increase the time two or three fold. An extension of this is to require a report back by each student on an actual problem in the related area he solved or encountered upon return to duty. This would require follow-up action but would provide positive value and return on the training investment.

6. We can utilize or modify as necessary NARS slides, lectures, facilities and personnel if desired. Mr. [redacted] says he is available for a contract to present the orientations. He is available for a luncheon meeting to discuss the problem in advance of any commitment.

[redacted]
CIA Records Administration Officer

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